State	Percent of patients who reported that their nurses "Sometimes" or "Never" communicated well.	
AK		4%
AL		5%
AR		5%
AS		
AZ		5%
CA		7%
CO		4%
СТ		4%
DC		10%
DE		4%
FL		7%
GA		6%
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IA		3%
ID		4%
IL		5%
IN		3%
KS		3%

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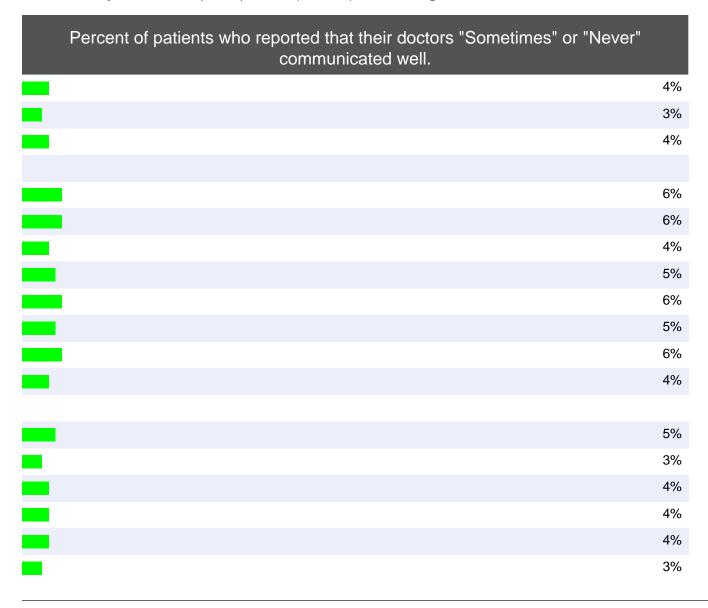
Percent of patients who reported that their nurses "Usually" communicated v	vell.
	19%
	15%
	17%
	19%
	20%
	17%
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	21%
	18%
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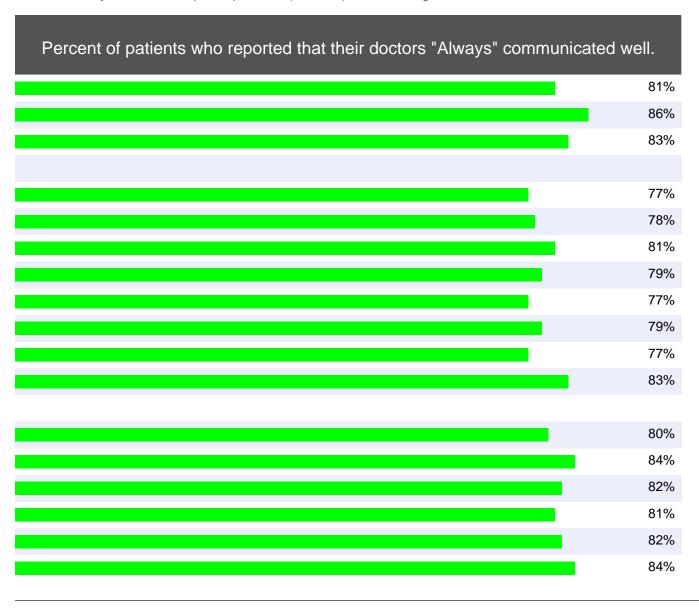




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Percent of patients who reported that their doctors "Usually" commu	nicated well.
	15%
	11%
	13%
	17%
	16%
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	16%
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	16%
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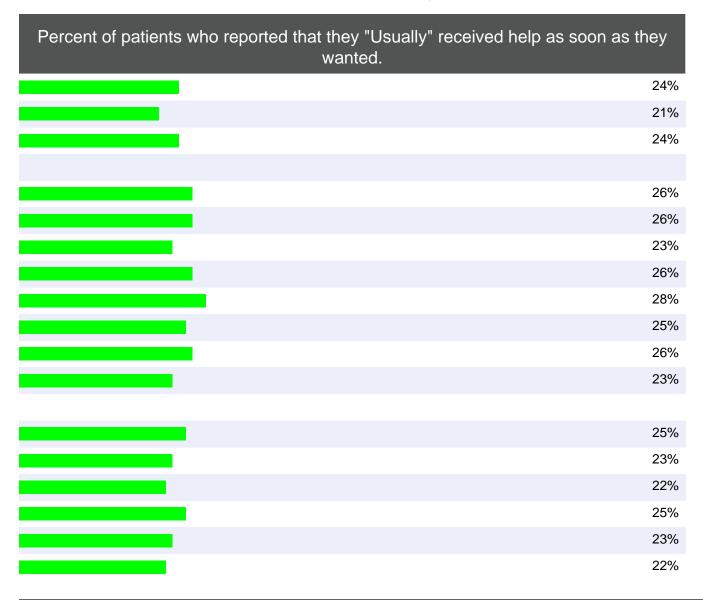


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Percent of patients who reported that they "Sometimes" or "Never" received help as soon as they wanted.	
	8%
	11%
	9%
	9%
	13%
	7%
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	20%
	10%
	14%
	12%
	11%
	6%
	6%
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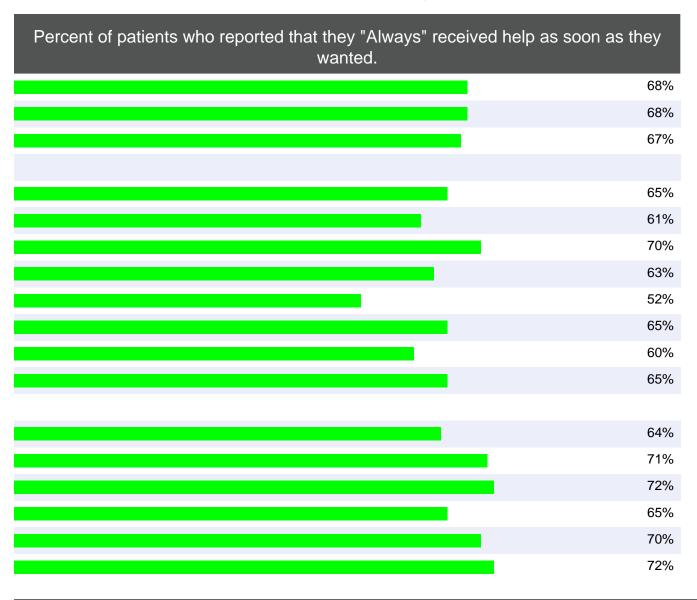
Page 7 of 87 06/24/2013

Based on Survey of Patients' Hospital Experiences (HCAHPS) - State Average



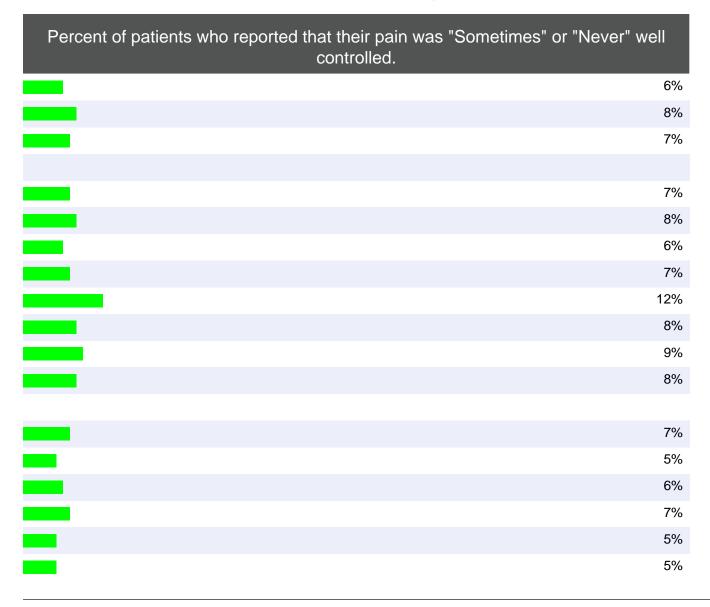
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Based on Survey of Patients' Hospital Experiences (HCAHPS) - State Average

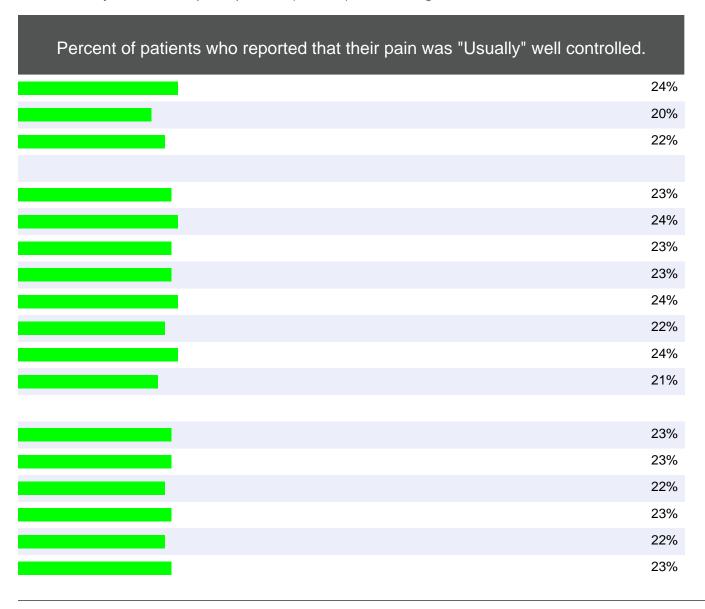


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Based on Survey of Patients' Hospital Experiences (HCAHPS) - State Average



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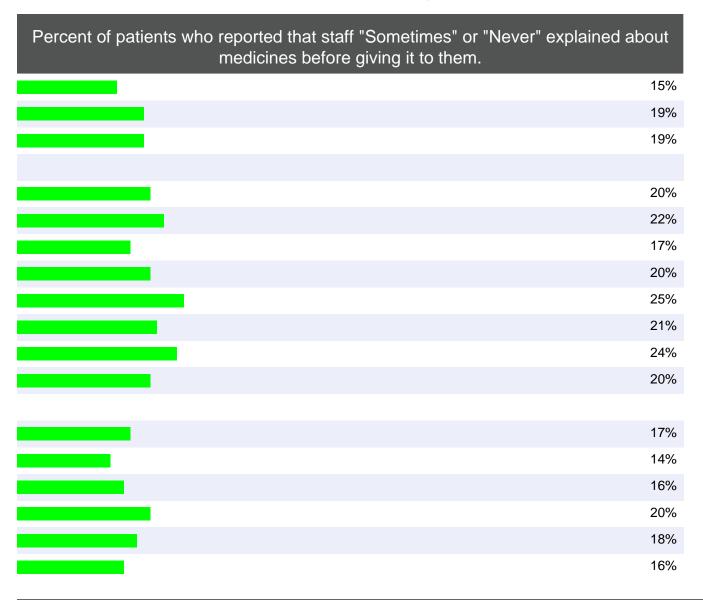


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Based on Survey of Patients' Hospital Experiences (HCAHPS) - State Average

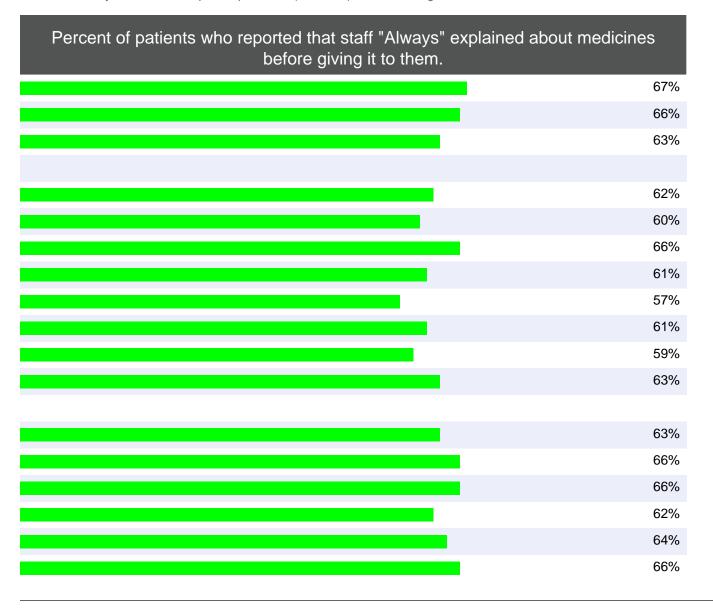


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Percent of patients who reported that staff "Usually" explait before giving it to them.	ined about medicines
	18%
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Based on Survey of Patients' Hospital Experiences (HCAHPS) - State Average



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Percent of patients who reported that their room and bathroom were "Sometimes" or "Never" clean.	
	8%
	11%
	9%
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	10%
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	9%
	7%
	7%

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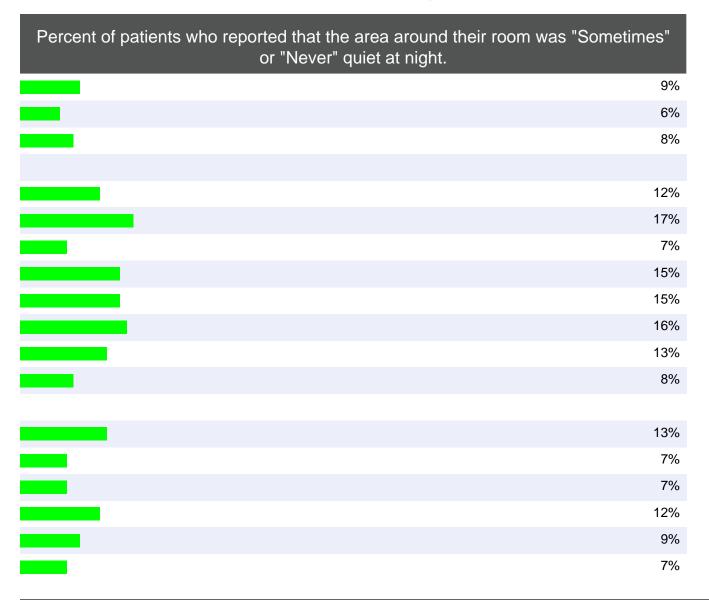
Percent of patients who reported that their room and bathroom were "L	Jsually" clean.
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Based on Survey of Patients' Hospital Experiences (HCAHPS) - State Average



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Based on Survey of Patients' Hospital Experiences (HCAHPS) - State Average



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Based on Survey of Patients' Hospital Experiences (HCAHPS) - State Average



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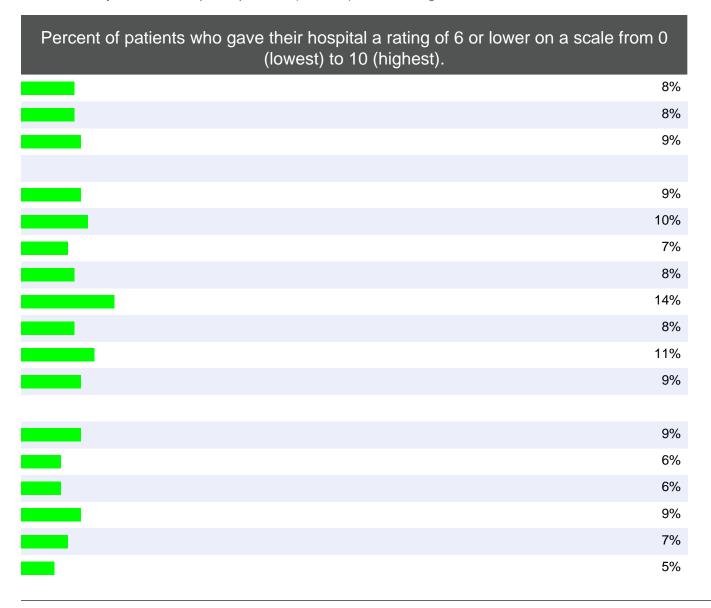


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Percent of patients who reported that they were not given information about what to do during their recovery at home.	
	14%
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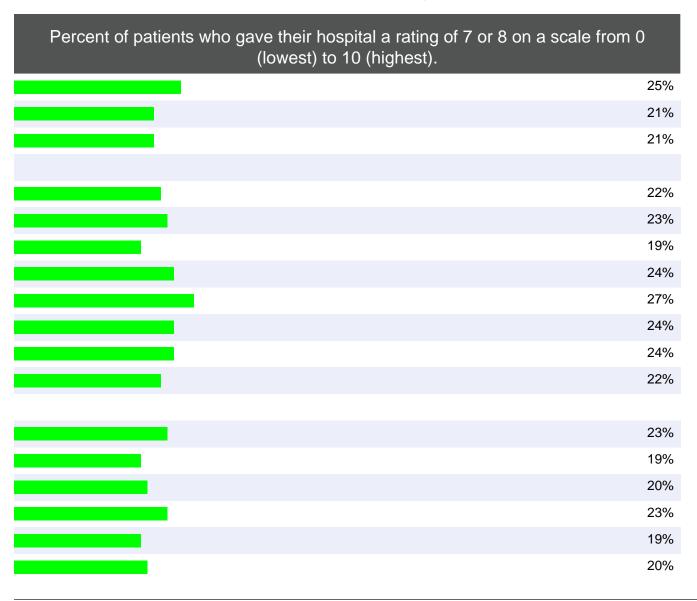
Page 23 of 87 06/24/2013

Based on Survey of Patients' Hospital Experiences (HCAHPS) - State Average



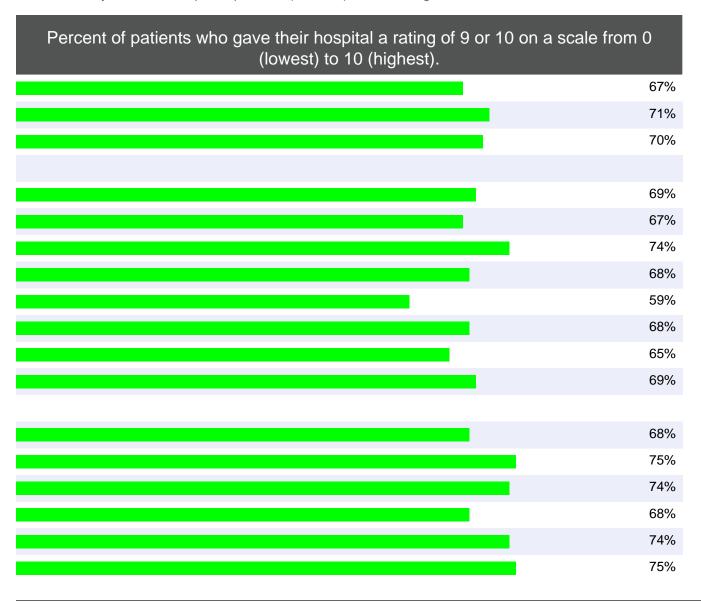
Page 24 of 87 06/24/2013

Based on Survey of Patients' Hospital Experiences (HCAHPS) - State Average

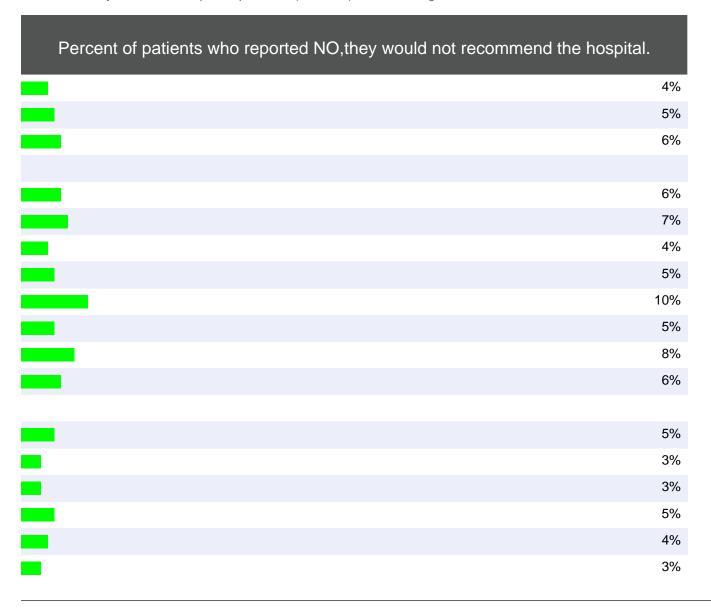


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Based on Survey of Patients' Hospital Experiences (HCAHPS) - State Average



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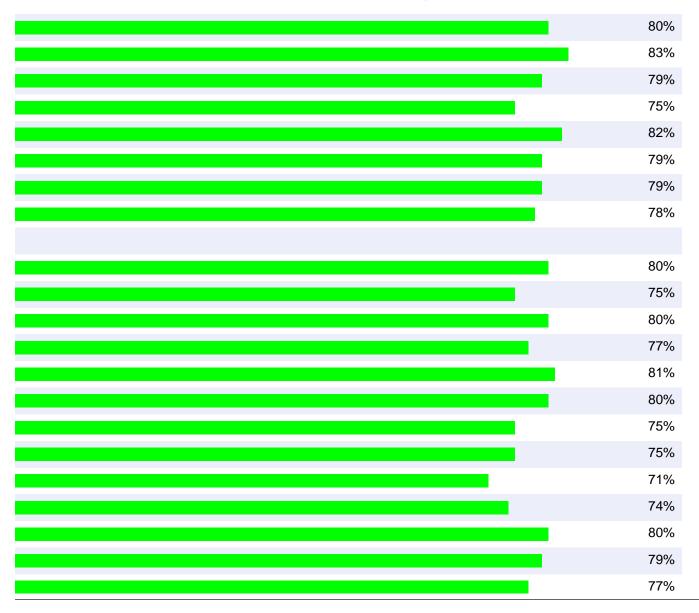
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Based on Survey of Patients' Hospital Experiences (HCAHPS) – State Average



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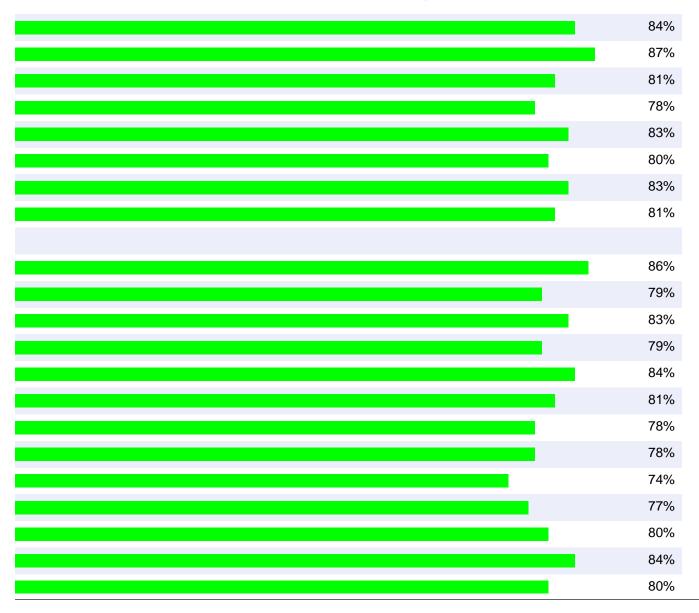
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Based on Survey of Patients' Hospital Experiences (HCAHPS) – State Average



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Based on Survey of Patients' Hospital Experiences (HCAHPS) – State Average



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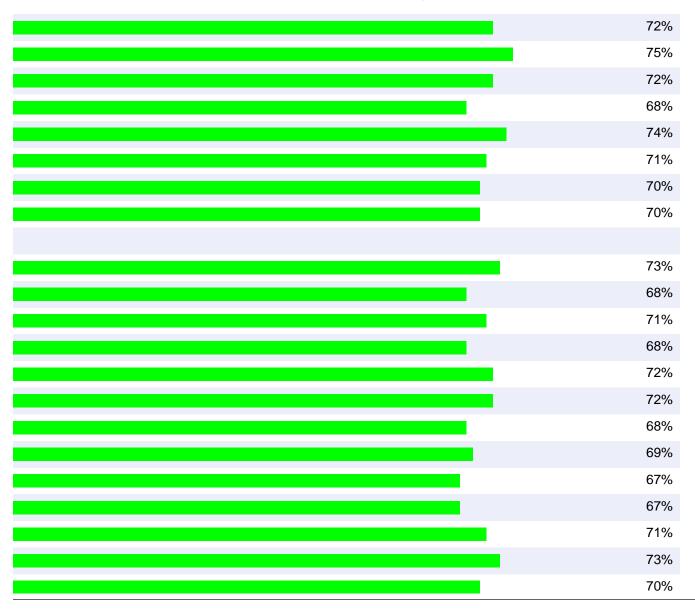
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Page 39 of 87 06/24/2013

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Page 40 of 87 06/24/2013

Based on Survey of Patients' Hospital Experiences (HCAHPS) – State Average



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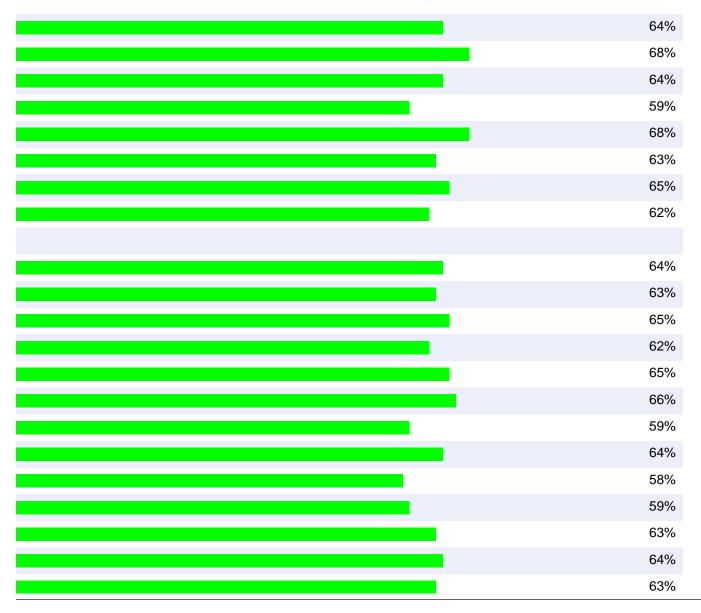
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Based on Survey of Patients' Hospital Experiences (HCAHPS) – State Average



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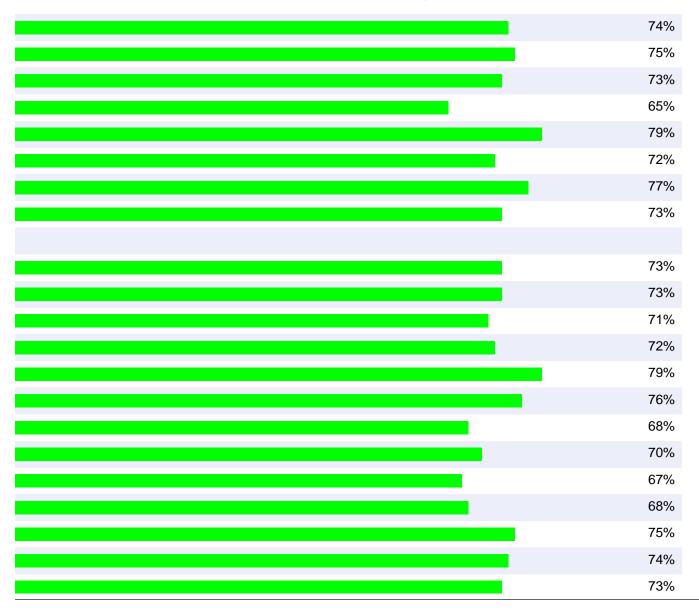
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Based on Survey of Patients' Hospital Experiences (HCAHPS) – State Average



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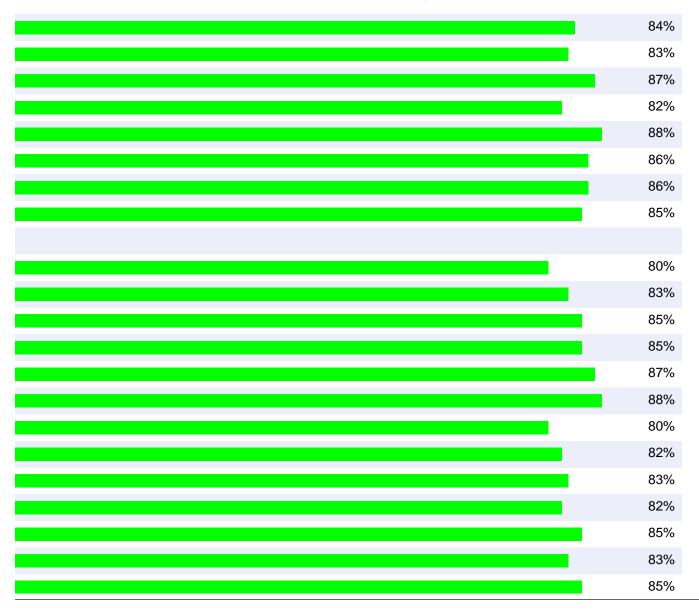
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Based on Survey of Patients' Hospital Experiences (HCAHPS) – State Average



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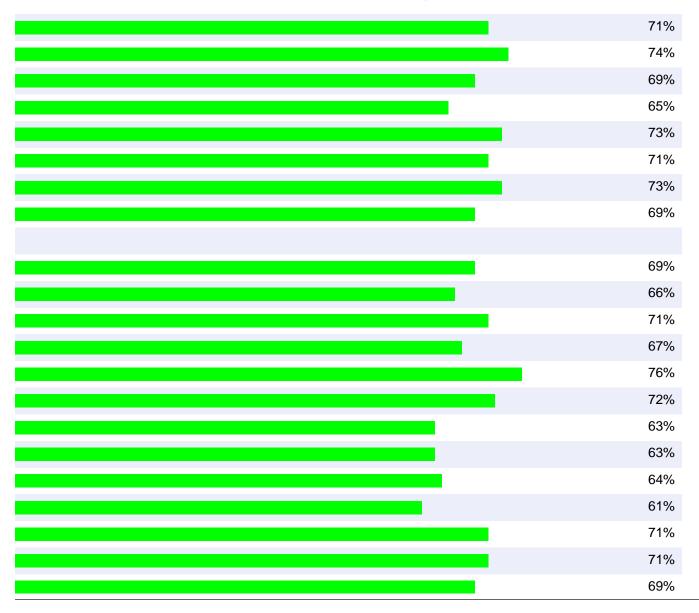
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Page 54 of 87 06/24/2013

Based on Survey of Patients' Hospital Experiences (HCAHPS) – State Average

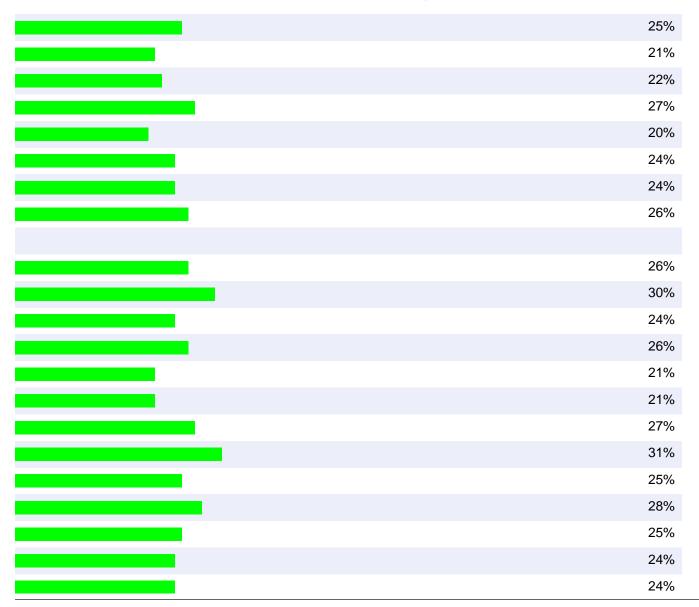


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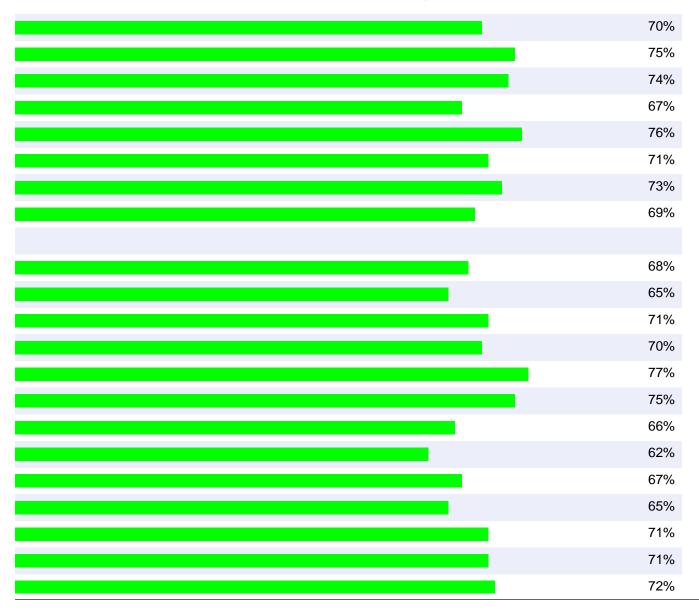
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Based on Survey of Patients' Hospital Experiences (HCAHPS) – State Average



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Based on Survey of Patients' Hospital Experiences (HCAHPS) – State Average



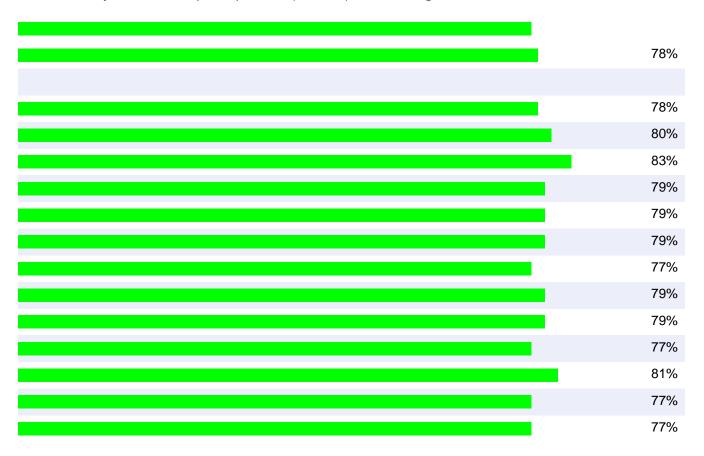
Page 58 of 87 06/24/2013

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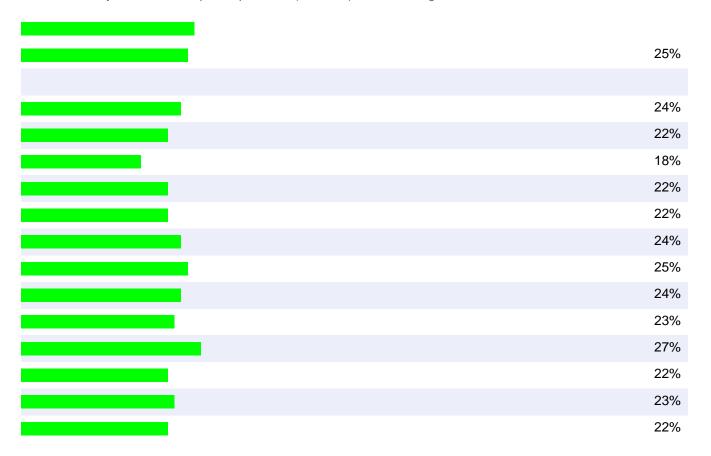
Page 63 of 87 06/24/2013



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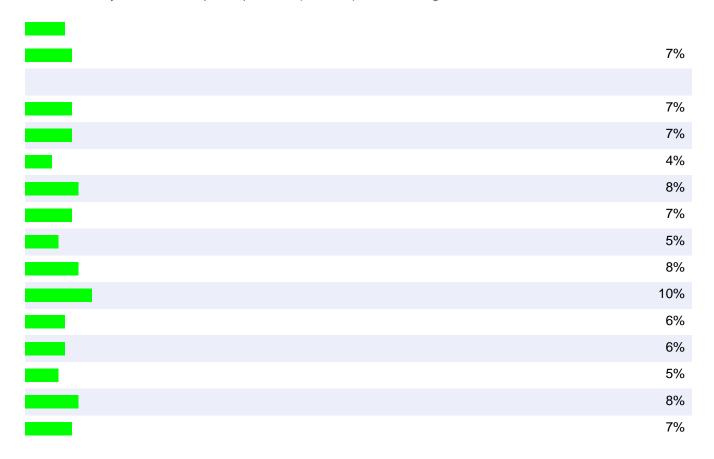
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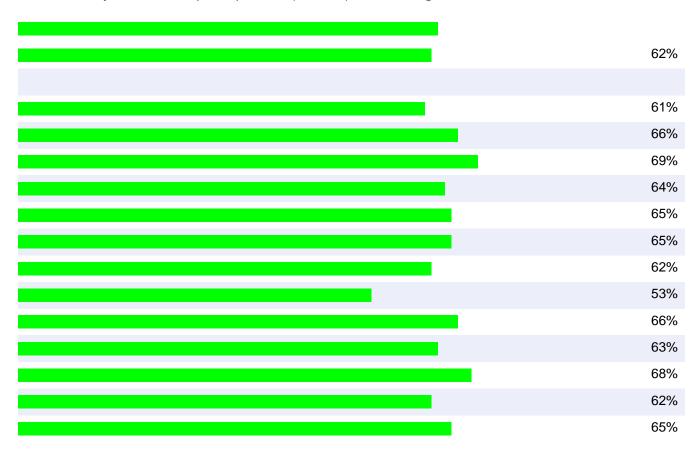
Page 70 of 87 06/24/2013

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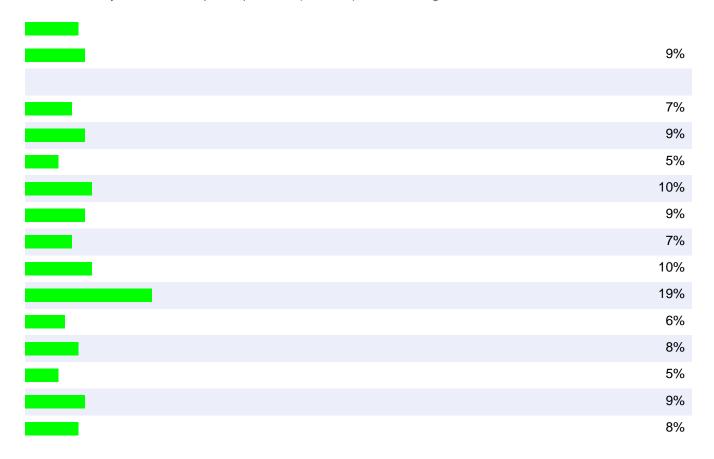
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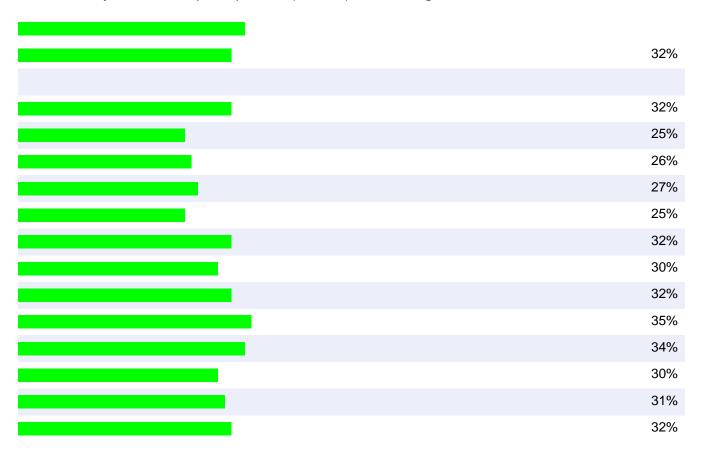
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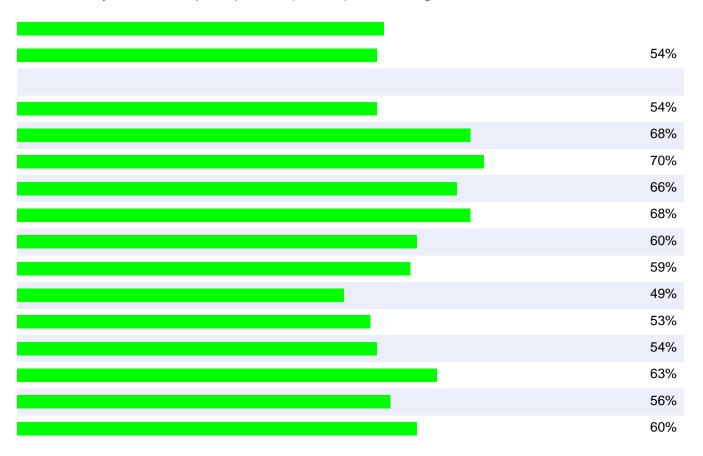
Page 76 of 87 06/24/2013

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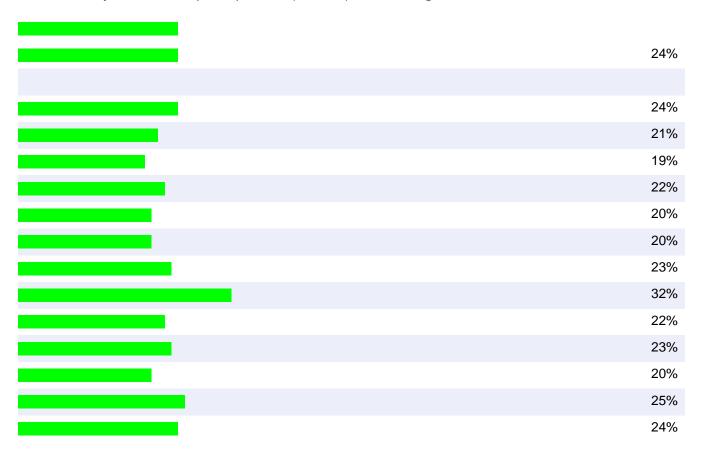
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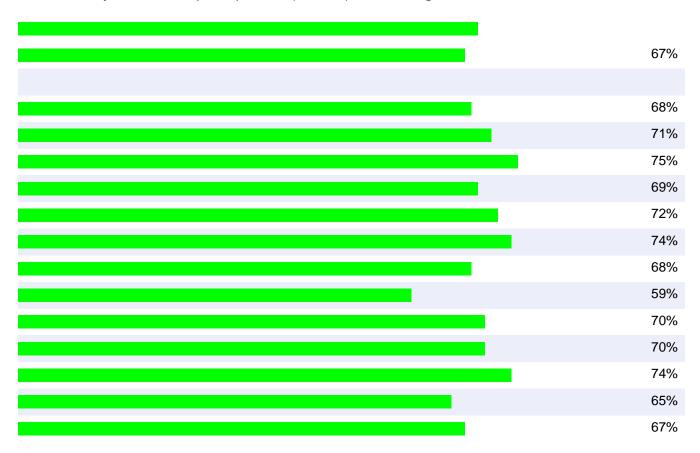
Page 81 of 87 06/24/2013

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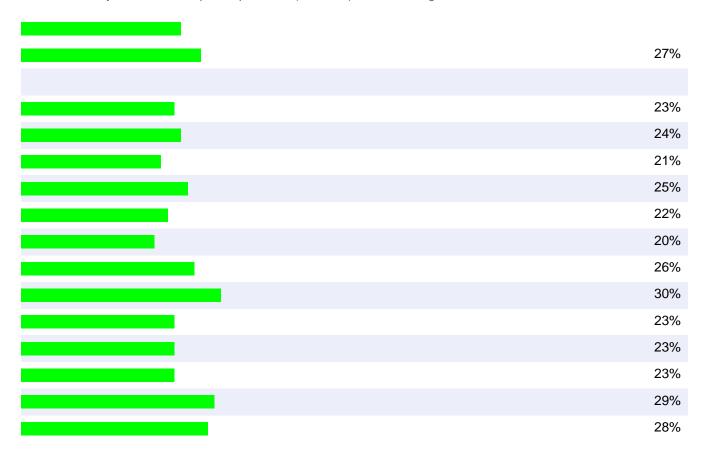
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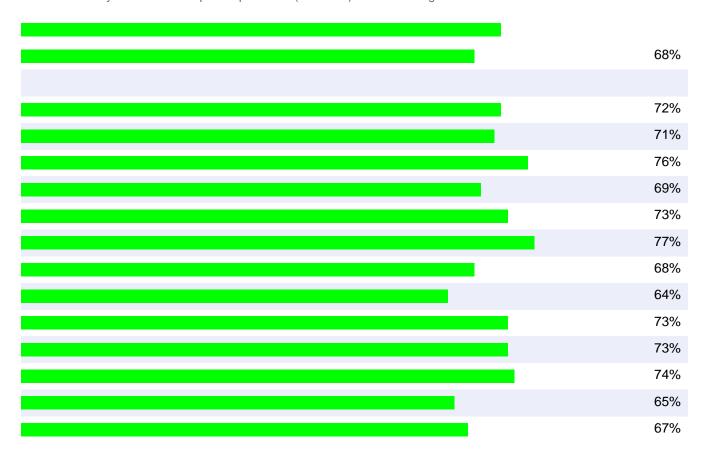
Page 84 of 87 06/24/2013

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